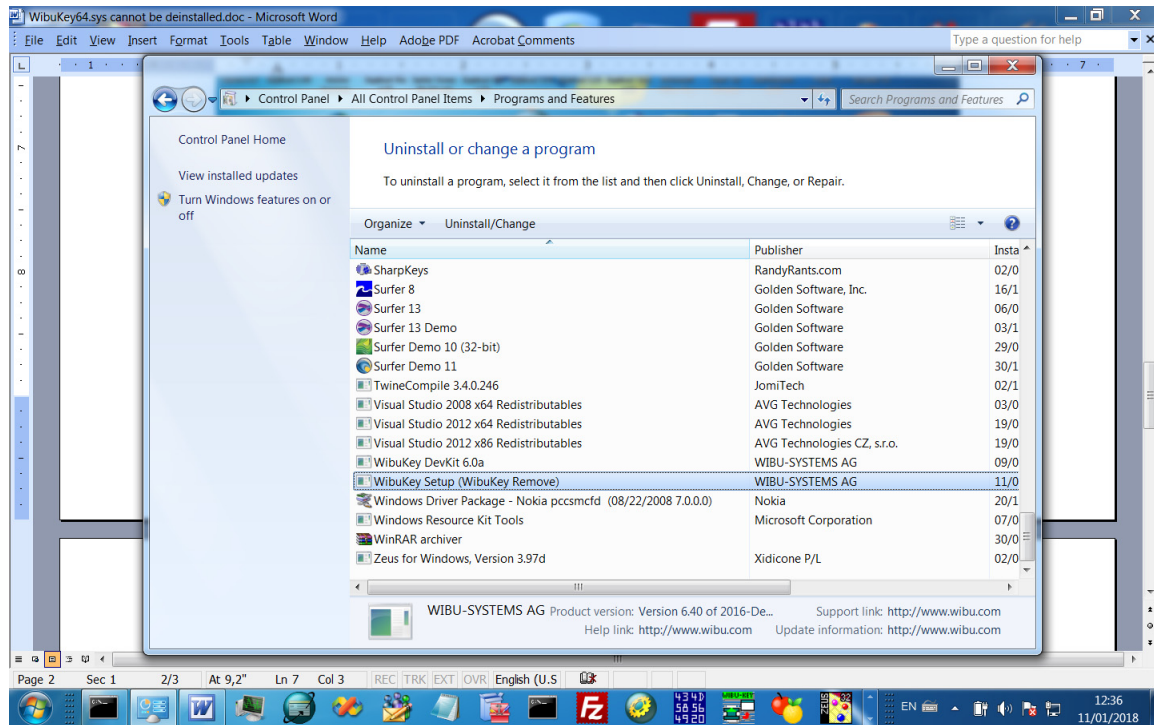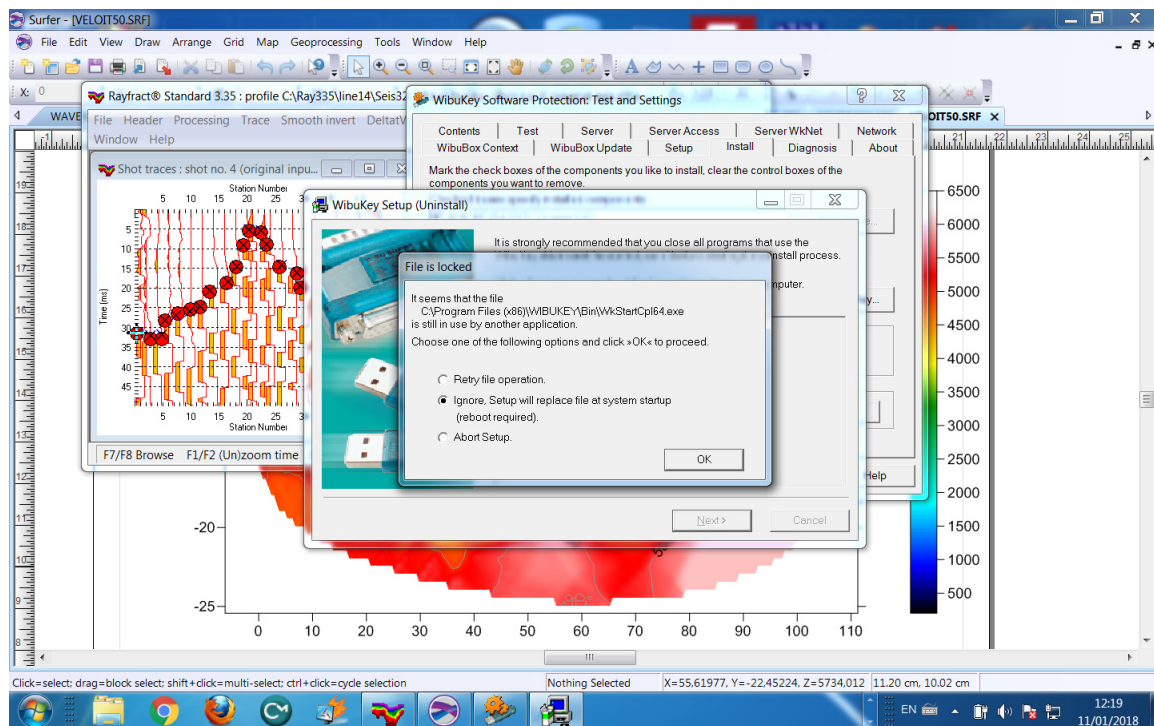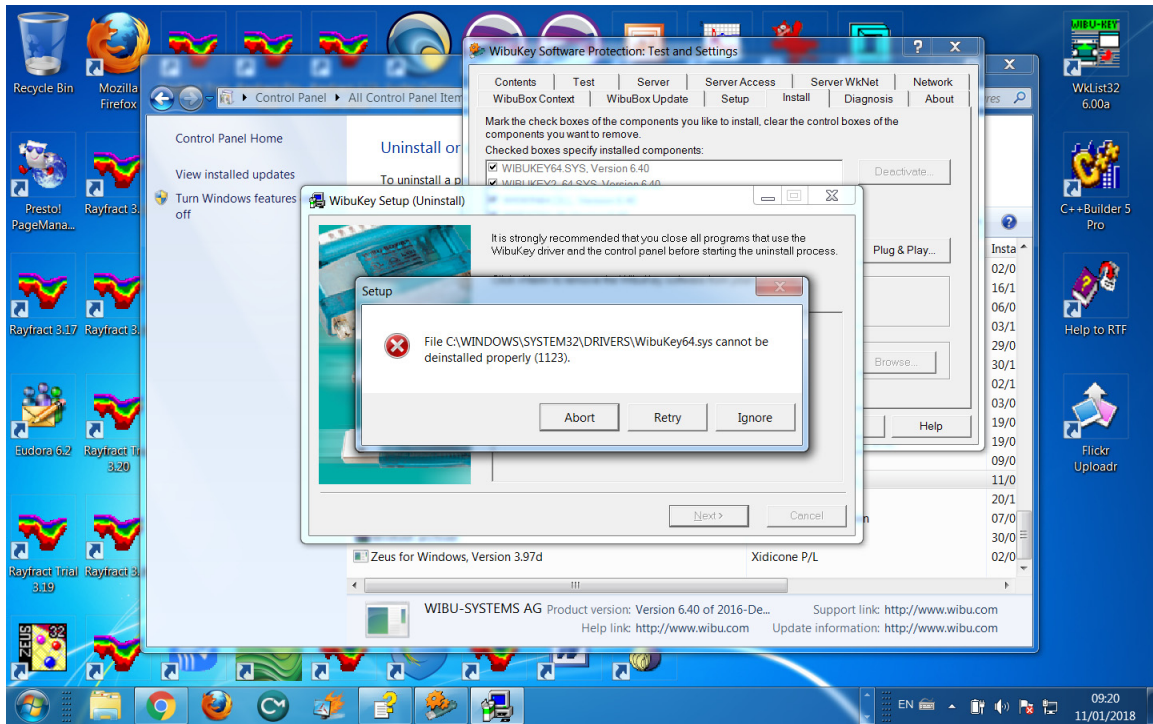Uninstall & reinstall WibuKey 6.40/6.50 runtime with latest WkRuntime.EXE :
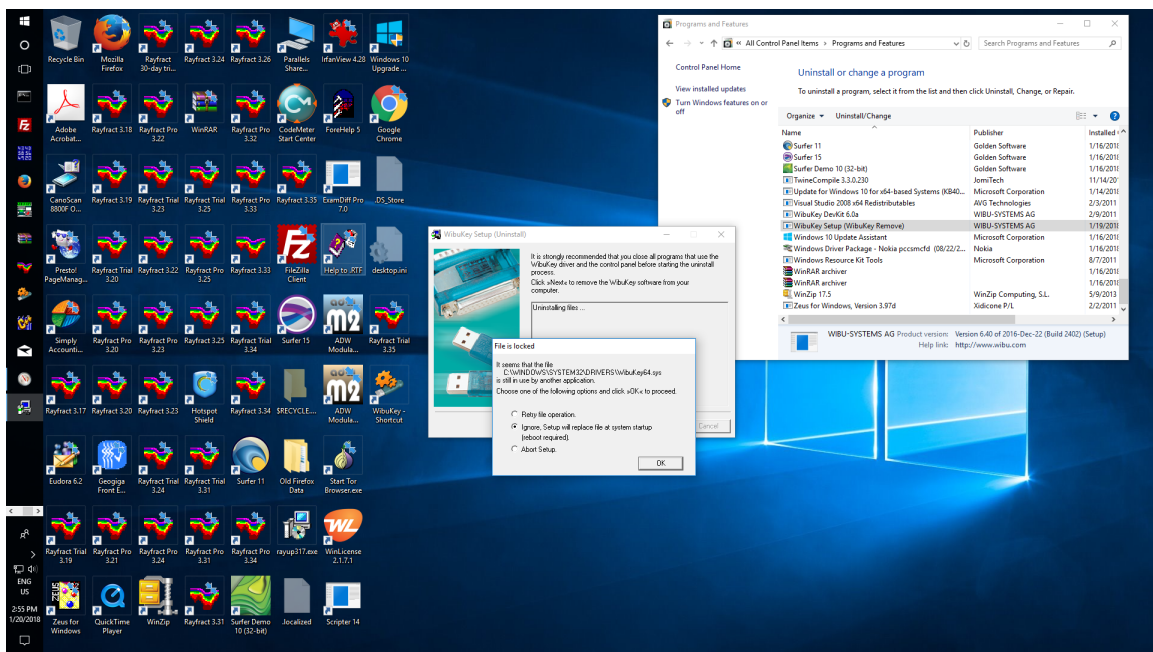

Click WibuKey Setup (WibuKey Remove) in Control Panel to uninstall WibuKey driver
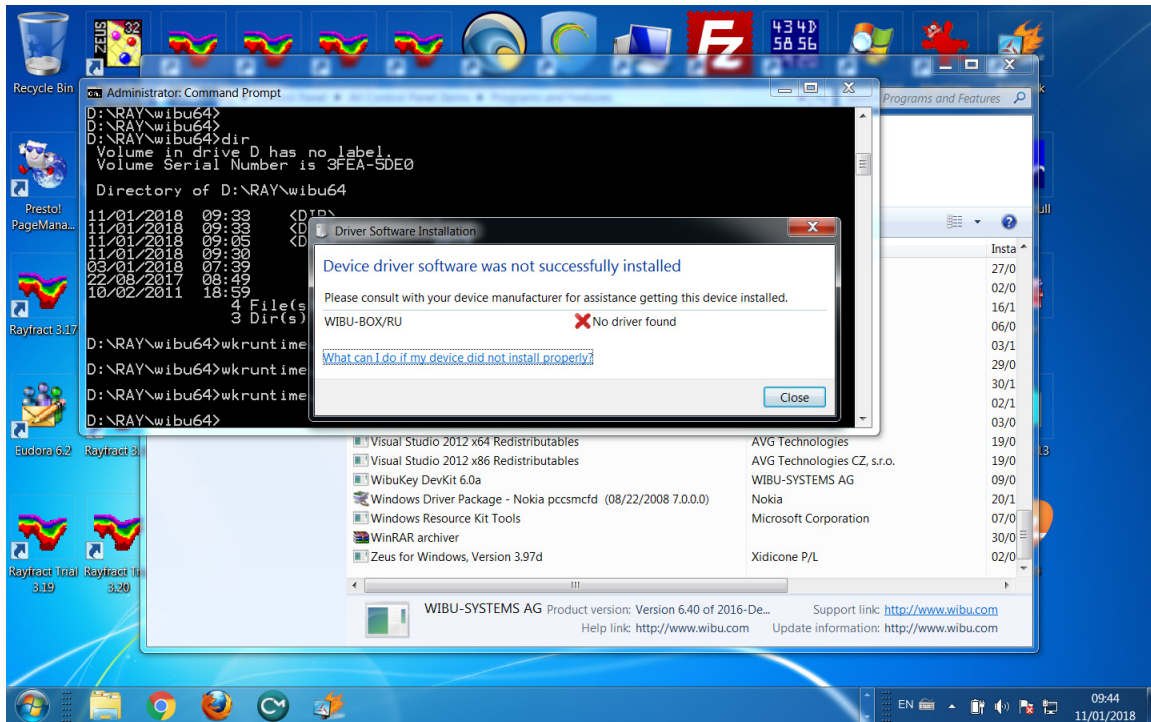

WibuKey remove under Windows 7 64-bit with WibuKey applet in Control Panel still open : in prompt
"File is locked" click radio button "Ignore, setup will replace file at system startup (reboot required" and
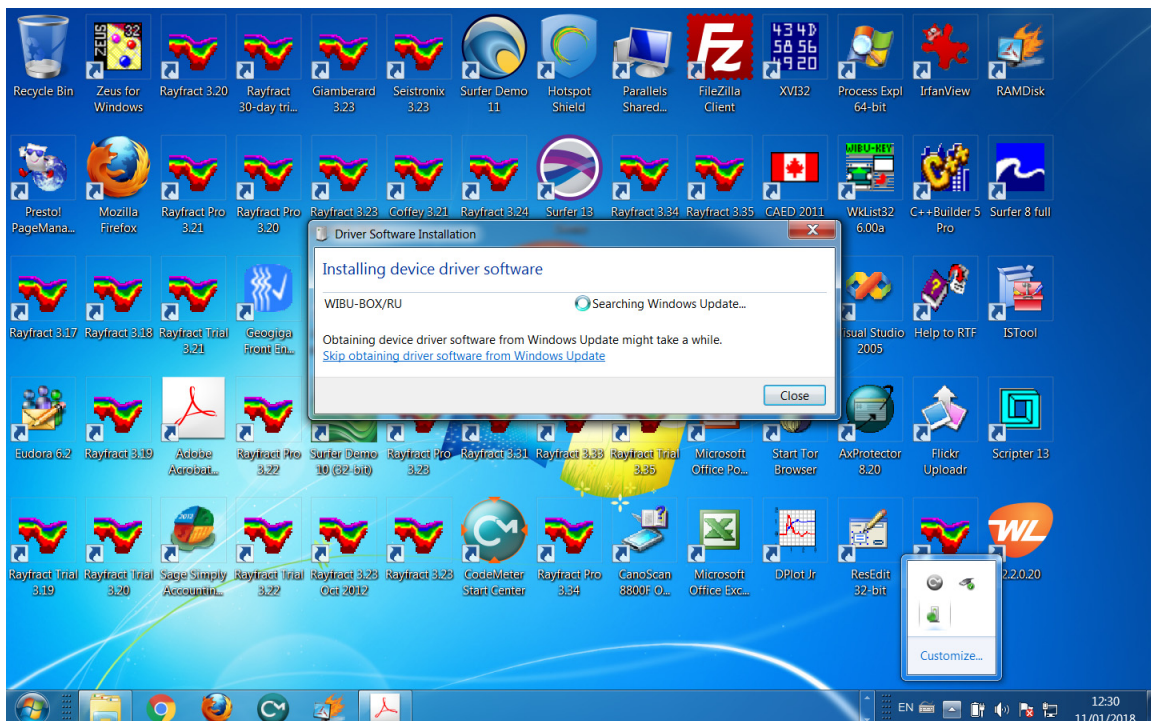click OK button.

WibuKey Remove under Windows 7 64-bit with WibuKey applet in Control Panel still open : click "Ignore" button in prompt "WibuKey64.sys cannot be deinstalled properly (1123)". Once uninstall terminates restart your PC and login as Administrator.
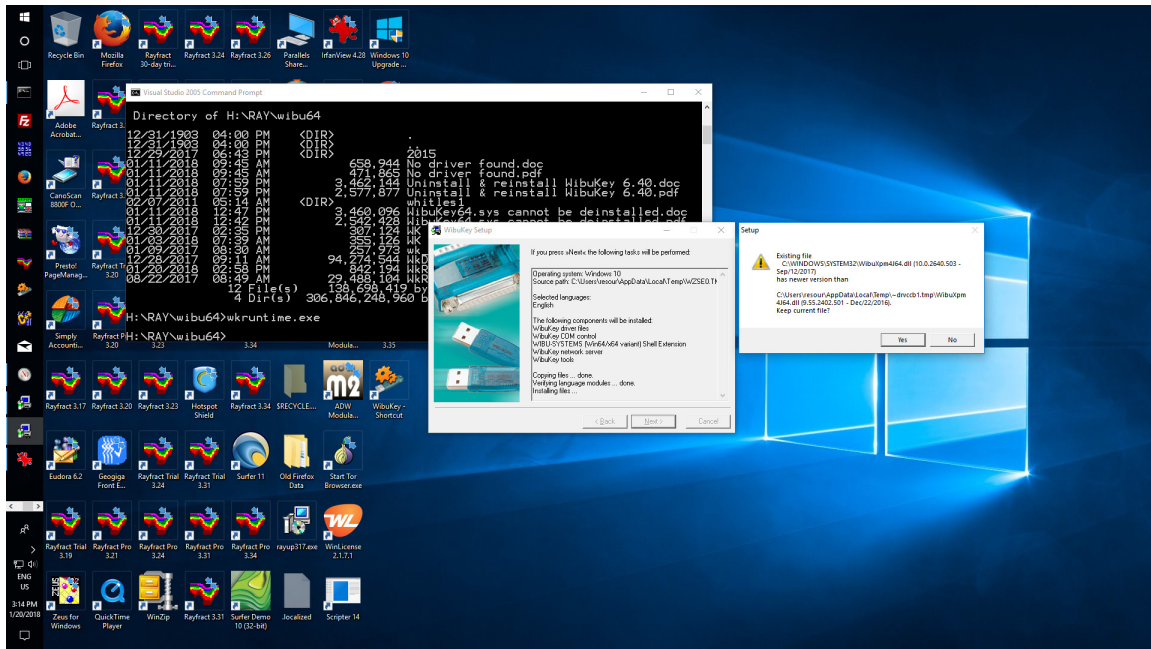

WibuKey Remove under Windows 10 64-bit with WibuKey applet in Control Panel closed : click "Ignore, Setup will replace file at system startup (reboot required)" radio button in prompt "File is locked". Once uninstall terminates restart your PC and login as Administrator.

Prompt "Device driver software was not successfully installed" under Windows 7 64-bit : unplug WibuKey USB dongle, restart your PC, rerun WkRuntime.EXE installer. Plugin WibuKey USB dongle now only.
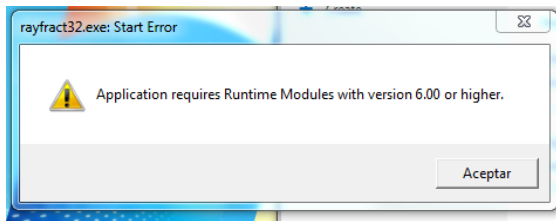

After running WkRuntime.EXE under Windows 7 64-bit & after plugging in WibuKey USB dongle : click on arrow-up icon at bottom-right of screen. Click icon with moving green spot. Wait until message "Searching Windows Update…" turns into message "Ready to use". This may take 5 or 10 minutes.

Running WkRuntime.EXE installer under Windows 10 64-bit : click button "Yes" in prompt
"…WibuXpm4J32.dll / WibuXpm4J64.dll … has newer version than … . Keep current file ?"

To uninstall & reinstall WibuKey runtime under Windows 7 64-bit & Windows 10 64-bit :

➢ **restart Windows with WibuKey plugged in or unplugged**
➢ **login as Administrator**
➢ go into Windows Control Panel
➢ double-click on the orange WibuKey applet icon if (still) available :
   o left-click on small icon to left of dialog title bar, select "Advanced Mode"
   o click on the "Install" tab
   o click on button "Plug & Play..."
   o confirm the prompt with "Yes" button
   o **unplug all WibuKey dongle(s) when prompted**. Click on all "OK" buttons until
      WibuKey applet shuts down. Don't skip this important step.
➢ **unplug all green WibuKey dongle(s) if not yet done so.**
➢ click on "Programs and Features" in Windows Control Panel
➢ double-click line "WibuKey Setup (WibuKey Remove)" if (still) shown
➢ click "Ignore" and "OK" buttons in prompt "File is locked" & in prompt "WibuKey64.sys is
   still in use/cannot be deinstalled properly"
➢ **restart Windows on your PC once again and login as Administrator**
➢ (re)run latest WkRuntime.EXE obtained from wibu.com Support & Downloads section
➢ click button "Yes" in prompt "…WibuXpm4J32.dll / WibuXpm4J64.dll … has newer version
   than … . Keep current file ?"
➢ **plugin green WibuKey dongle once WkRuntime installer terminates only**
➢ click on arrow-up icon at bottom-right of screen. Click icon with moving green spot. Wait
   until "Searching Windows Update" message turns into "Ready to use". This may take 5 or 10
   minutes depending on your PC and Internet connection.
➢ open WibuKey control panel applet & make sure your USB dongle license number shows
➢ startup Rayfract® 3.35 via desktop icon : optionally right-click icon and select "Run as
   administrator"

if you see this error prompt when starting up our version 3.36 software under Windows 7 64-bit : uninstall WibuKey 6.40 and install WibuKey 6.32 runtime. This works for version 3.21 of our software.

➢ if when starting up an older version of our software e.g. version 3.21 you see an error prompt "Application requires Runtime Modules with version 6.00 or higher" :
➢ download previous WibuKey version 6.32 (not latest 6.40/6.50 !) Runtime for Windows https://www.wibu.com/us/support/user/downloads-user-software.html :

➢ in section "WibuKey for Users" under heading "WibuKey Runtime for Windows" :
➢ click on up/down arrow and select Version 6.32
➢ click on download label just to the right of this
➢ uninstall WibuKey 6.40/6.50 in Windows Control Panel section "Programs and Features" with entry WibuKey Setup (WibuKey Remove)
➢ start 6.32 WkRuntime.EXE and proceed as described above
➢ we tested this with our version 3.21 software both under Window 10 64-bit Oct 2018 update and under Windows 7 64-bit. Tested Dec 2018.

- ➢ our version 3.21 software cannot work with Surfer 15 or Surfer 16. Because for these latest Surfer versions the Scripter.EXE is located in main Surfer directory and not in Scripter subdirectory.
- ➢ however calling into Surfer 11 still works with our version 3.21. Tested both under Windows 7 64-bit and in latest Windows 10 64-bit Oct 2018 update.